

ASSISTANT BOX OFFICE
MANAGER, COW PALACE



OPEN-SPOT EXAMINATION

COW PALACE

JS37/2970 (5FA42)

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation. It is an objective of the State of California to achieve a drug-free state workplace. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service, and the special trust placed in public servants.

WHO SHOULD APPLY

Applicants who meet the minimum qualifications as stated below. This is a open examination. Applications will not be accepted on a promotional basis. Career credits do not apply.

HOW TO APPLY

Applications (STD. Form 678) are available and may be submitted to the California Department of Food and Agriculture no later than the **Final filing Date, Friday, June 10, 2005:**

Applications accepted for this examination are only for the following fair:

**COW PALACE
2600 GENEVA AVENUE
DALY CITY, CA 94014**

SUBMIT APPLICATIONS (FORM 678) TO THE FOLLOWING ADDRESS:.

**California Department of Food and Agriculture
Human Resources Branch
ATTN: Aileen Grizard
1220 ‘N’ Street, Suite A-151
Sacramento, CA 95814**

APPLICATION DEADLINE

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD
FINAL FILING DATE: FRIDAY, JUNE 10, 2005.

TEST DATE

TESTING METHOD

Applications (FORM STD 678) must be POSTMARKED no later than the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after the final filing date will not be accepted for any reason.

It is anticipated that the examination will be sometime in July or August 2005.

The testing method used may be one or a combination of the following: **ORAL OR WRITTEN EXAMINATION, EDUCATION & EXPERIENCE OR SUPPLEMENTAL APPLICATION.**

SPECIAL TESTING
ARRANGEMENTS

If you have a disability and need special arrangements, mark the appropriate box in #2 of the application. You will be contacted to make specific arrangements. If you have not been contacted by the time you receive a notice to appear at a test, call the California Department of Food and Agriculture Exam Unit at (916) 654-0422.

REQUIRED IDENTIFICATION

NOTE: Applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.

SALARY RANGE

\$3119 - \$3750

ELIGIBLE LIST INFORMATION

NOTE: The salaries used in this bulletin are the latest available from the State Controller’s Office, but may not reflect all of the pay raises granted recently. You should verify the salary levels with the department personnel office before making any commitments.

A Departmental “Open” list will be established for the California Department of Food and Agriculture. The eligible list will be abolished **12** months after it is established **unless** the needs of the service and conditions of the list warrant a change in this period.

REQUIREMENTS FOR
ADMITTANCE TO THE
EXAMINATION

NOTE: IT IS YOUR RESPONSIBILITY TO MAKE SURE YOU MEET THE EDUCATION AND/OR EXPERIENCE REQUIREMENTS AS STATED BELOW. YOUR SIGNATURE ON YOUR APPLICATION INDICATES THAT YOU HAVE READ, UNDERSTOOD, AND POSSESS THE BASIC QUALIFICATIONS REQUIRED.

MINIMUM QUALIFICATIONS

NOTE: ALL APPLICATIONS/RESUMES MUST INCLUDE: ‘TO” AND “FROM” DATES (MONTH/DAY/YEAR); TIME BASE; AND JOB TITLES. APPLICATIONS/RESUMES RECEIVED WITHOUT THIS INFORMATION MAY BE REJECTED.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "Or" II, "Or" III, etc. For example, candidates possessing qualifying experience amounting to 50 percent of the required time of Pattern I, and additional experience amounting to 50 percent of the required time of Pattern II, may be admitted to the examination as meeting 100 percent of the overall experience requirement.

Two years of increasingly responsible experience in the management of a theater or arena box office with a high level of activity utilized for varied and major events. Experience must include liaison with event promoters and responsibility for banking and reporting revenue from the sale of tickets.

SPECIAL PERSONAL
CHARACTERISTICS

Ability to work under pressure; willingness to work long and irregular hours.

POSITION DESCRIPTION	<p>Under direction, the incumbent assists in the planning, organization and implementation of District 1-A Agricultural Association (Cow Palace) ticket sales, ticket pricing, house seating arrangement, and ticket revenue accounting and reporting; to assist in the management of the ticket selling function; and to do other related work.</p> <p>Assumes full responsibility for planning, organizing and implementing box office functions for less complex events held in the Cow Palace, including concerts, pageants, sporting events, conventions, circus, ice follies, and trade shows; meets and maintains liaison with event promoters to determine seating plan, ticket price structure, and event schedule for less complex events; sets up ticket printing machines to produce assigned events' tickets according to plan; allocates tickets among house box office, sales agents, and computerized ticket outlets; implements event promoter's plans for distribution of complimentary tickets; for assigned events, coordinates group sales, mail order sales, and season ticket holder needs; as assigned attends event openings and subsequent performances to monitor ticket pricing plan and the seating arrangements; responds to promoter requests, resolves public complaints and makes on-the- spot changes; serves as second in command of the Box Office and assumes responsibility for the Office in the absence of the Box Office Manager.</p> <p>Assumes delegated full responsibility for supervision of Box Office staff comprising of a small civil service staff and union ticket sellers and office clerks engaged in selling tickets at a large multiwindow box office; manages procedures for counting cash, preparing bank deposit records, and for preparing ticket sales reports; manages changes in procedures, forms, equipment and policies; opens and closes the secure box office area; oversees box office change fund; supervises preparation of, or prepares bank deposit lists daily for each event in progress; supervises packaging of, or packages cash receipts for pickup; allocates tickets to ticket sellers and monitors daily ticket sales; prepares summary sales reports; prepares advance and final statements of the portion of sales receipts owed the event promoter; supervises staff in their work, maintains staff work standards, prepares and discusses performance reports and counsels individual employees; trains box office staff; prepares weekly work schedules; monitors the ticket sales activity with concern for observance of correct procedure and courteous treatment of the public; as assigned prepares reports for promoters and Cow Palace management.</p>
EXAMINATION INFORMATION	<p>This examination will consist of a Qualification Appraisal Interview only. The interview will include a number of predetermined job-related questions.</p> <p><i>Competitors who do not appear for the interview will be disqualified.</i></p> <p>In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the interview.</p> <p>QUALIFICATIONS APPRAISAL INTERVIEW – WEIGHTED 100%</p> <p>The California Department of Food and Agriculture and the State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.</p>
SCOPE OF EXAM AND SCOPE OF ON-THE-JOB KNOWLEDGE AND ABILITIES	<p>In addition to evaluating the competitor’s relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively, relative to job demands, each competitors:</p> <p>A. Knowledge of:</p> <ol style="list-style-type: none">Exhibit facility box office practices including arrangement and pricing of seats;Accounting principles and practices;Computerized ticket pricing equipment;Cash counting, depositing and reporting practices;Principles of effective supervision and training;Manager’s/supervisor’s responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment that is free of discrimination and harassment. <p>B. Ability to:</p> <ol style="list-style-type: none">Establish and maintain effective relationships with those contacted in the course of the work;Analyze situations independently and take effective action;Prepare accounting reports including reports of ticket sales and revenues;Apply accounting principles and procedures;Train and supervise ticket sales personnel and to evaluate their performance;Meet with event promoters, explain Cow Palace facilities and policies, and assist in formulating specific plans for house arrangement, ticket pricing and ticket sales;Count, bank, and report substantial cash receipts;Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.
VETERANS PREFERENCE	<p>Veterans preference credits will be added to the final score of all competitors who are successful in this examination and who qualify for, and have requested these points. Due to changes in the law, which were effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive veteran's preference points.</p>
CAREER CREDITS	<p>Career Credits do not apply in this examination.</p>
QUESTIONS?	<p>If you have any questions regarding this announcement, please contact the California Department of Food and Agriculture, Examination Unit, 1220 N Street, Suite A-151, Sacramento, CA 95814, (916) 654-0422.</p>

GENERAL INFORMATION

Americans with Disabilities Act, Title II: The California Department of Food and Agriculture (CDFA) is committed to a strong policy of equal employment opportunity. To this end, CDFA does not discriminate against or exclude any person from participating in the employment process, advancement, benefits of employment, or in the admission and access to programs or activities administered by CDFA on the basis of: race; color; national origin; ancestry; religion; creed; sex; marital status; sexual orientation; pregnancy; age; veteran status; political affiliation; or disability (including AIDS) as required by Title II of the Americans with Disabilities Act (ADA).

Reasonable accommodations for qualified individuals with disabilities will be made available upon request. Candidates must be able to perform the essential functions of the position with or without reasonable accommodations.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. If an offer of employment is made, a medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required. All job offers are subject to an approval process.

If you meet the requirements stated you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

Applications are available at State Personnel Board offices, local offices of the Employment Development Department and the Department noted on the front.

It is the candidate's responsibility to contact the California Department of Food and Agriculture Examinations Unit three (3) days prior to the written test date if s/he has not received his/her notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, s/he will be rescheduled upon written request.

For an examination without a written feature it is the candidate's responsibility to contact the California Department of Food and Agriculture Examinations Unit at (916) 654-0422 three (3) weeks after the final filing date if s/he has not received a progress notice.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: ① sub-divisional promotional, ② departmental promotional, ③ multi-departmental promotional, ④ service-wide promotional, ⑤ departmental open, ⑥ open. Eligible lists will expire in from one (1) to four (4) years unless otherwise stated on this bulletin.

Interview Scope: If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel may consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight may be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress s/he has made in his/her efforts toward self-development.

Veterans Preference: California law limits the granting of veterans preference credits to entrance examinations. Directions for applying for veterans preference are on the Veterans Preference Application form which is available from State Personnel Board office or written test proctors.

High School Equivalence: Equivalence to completion of the twelfth (12th) grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device.

CALIFORNIA RELAY (TELEPHONE) SERVICE FOR THE DEAF OR HEARING IMPAIRED:

FROM TDD PHONES: 1-800-735-2929 FROM VOICE PHONES: 1-800-735-2922